



**Enable Information Disclosure Requirements
Transitional Quality Information Templates
for
Schedule 20A**

Regulated Provider	<input type="text" value="Enable"/>
Disclosure Date	<input type="text" value="31 July 2022"/>
Disclosure Month (month ended)	<input type="text" value="30 April 2022"/>

Templates for Schedule 20A
Template Version 1. Prepared 21 November 2021

		For Month Ended					
		<table border="1"> <tr><td>Enable</td></tr> <tr><td>30 April 2022</td></tr> <tr><td>Reporting Level: ID FFLAS</td></tr> <tr><td>Report Frequency: Quarterly</td></tr> </table>		Enable	30 April 2022	Reporting Level: ID FFLAS	Report Frequency: Quarterly
Enable							
30 April 2022							
Reporting Level: ID FFLAS							
Report Frequency: Quarterly							
SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID							
Schedule 20A(i): Provisioning							
ref							
9							
10		<table border="1"> <tr><th>Percentage met agreed date</th></tr> </table>		Percentage met agreed date			
Percentage met agreed date							
11							
12	Service layer						
13	Layer 1 service	75.00%					
14							
15	Layer 2 Service	94.04%					
16							
17		<table border="1"> <tr> <th>Median time to provision simple FFLAS</th> <th>Median time to provision complex FFLAS</th> </tr> </table>		Median time to provision simple FFLAS	Median time to provision complex FFLAS		
Median time to provision simple FFLAS	Median time to provision complex FFLAS						
18							
19	POI Area						
20	POI Area	26	27				
21							

		For Month Ended		Enable
				30 April 2022
				Reporting Level: ID FFLAS
				Report Frequency: Quarterly
SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID				
Schedule 20A(ii): Availability				
ref				
9				
11				
12				Transitional average unplanned downtime
13	POI Area	Category		
14	POI Area	Layer 1		3.82504 mins
15		Layer 2		0.06085 mins

		For Month Ended	
		Enable	
		30 April 2022	
		Reporting Level: ID FFLAS	
		Report Frequency: Quarterly	
SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID			
Schedule 20A(iii): Faults & Performance			
ref			
9		Faults	
10			
11			
12		Faults per 100 connections	
13			
14			
15	Number of faults	0.23	
16			
17		Traffic Performance	
18			
19			
20			
21		Target	Number of traffic performance exceedances
22			
23	High priority traffic frame delay	<3mS	0
24	High priority traffic frame delay variation	<3mS	0
25	High priority traffic frame loss ratio	<0.01%	0
26	Low priority traffic frame loss ratio	<2%	Not Available
27	Number of active probes	12	
28			
29		Port Performance	
30			
31			
32		Threshold	Percentage of ports
33			
34	Port utilisation	90% threshold	0%
35		95% threshold	0%
36			
37			
38			

Schedule 22 Requirements

Methodology for calculating port utilisation

- 1 Comply
- 2 Comply

Methodology for calculating traffic performance

- 3 a Not Comply frame loss ratio for low-priority traffic is not available
- b Not Comply Reference probes dont comply with G.8013/Y.1731
- c Comply
- d Comply
- e Comply
- f Not Comply ONT is not connected via production splitter
- g Comply
- h Comply
- i Comply
- j Not Comply One Probe per CO and not per OLT
- k Comply
- l Comply
- m Comply
- n Not Comply Test service is configured as BS2a 30/10 CIR 2.5/2.5
- o Not Comply frame loss ratio for low-priority traffic is not available
- p Not Comply frame loss ratio for low-priority traffic is not available
- q Not Comply Reference probes dont comply with G.8013/Y.1731
- r Not Comply Reference probes dont comply with G.8013/Y.1731, Probes uti
- s Comply
- t Comply
- u Comply
- v Comply

		For Month Ended					
		<table border="1" style="width: 100%; border-collapse: collapse;"> <tr><td style="text-align: center;">Enable</td></tr> <tr><td style="text-align: center;">30 April 2022</td></tr> <tr><td style="text-align: center;">Reporting Level: ID FFLAS</td></tr> <tr><td style="text-align: center;">Report Frequency: Annual</td></tr> </table>		Enable	30 April 2022	Reporting Level: ID FFLAS	Report Frequency: Annual
Enable							
30 April 2022							
Reporting Level: ID FFLAS							
Report Frequency: Annual							
SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID							
Schedule 20A(iv): Customer Service							
<i>ref</i>		<i>End-user survey results</i>					
9							
10							
11							
12							
13							
15	Installation quality = How would you rate Enable on how well the installation looks tidy and to a high-standard of workmanship?	164	8.57				
16	Installation process = When you think about your connection experience, how well did Enable do on making it easy to arrange for fibre broadband to be connected, including the scheduling of any appointments required?	161	7.91				
17	Fibre BB performance satisfaction = How happy are you with the overall performance of your fibre broadband connection?	155	8.52				
18							
19							
20							
21							



**Enable Information Disclosure Requirements
Transitional Quality Information Templates
for
Schedule 20A**

Regulated Provider	<input type="text" value="Enable"/>
Disclosure Date	<input type="text" value="31 July 2022"/>
Disclosure Month (month ended)	<input type="text" value="31 May 2022"/>

Templates for Schedule 20A
Template Version 1. Prepared 21 November 2021

Disclosure Template Instructions

These templates have been prepared for use by regulated providers when making disclosures under clause 2.4.4 of the main body of the determination. These templates should be recorded monthly and disclosed quarterly. In other words, these templates should be filled in for each month of the quarter, and disclosed quarterly. This means that each quarter three of these templates will need to be disclosed.

Company Name and Dates

To prepare the templates for disclosure, the date of the last day of the current (disclosure) year should be entered in cell C13, and the date on which the information is disclosed should be entered in cell C11 of the CoverSheet worksheet.

The Cover Sheet cell entries are used in the template title blocks.

Dates should be entered in day/month/year order (Example -"31 December 2021").

Data Entry Cells and Calculated Cells

Data entered into this workbook may be entered only into the data entry cells. Data entry cells are the bordered, unshaded areas (white cells) in each template. Under no circumstances should data be entered into the workbook outside a data entry cell.

In some cases, where the information for disclosure is able to be ascertained from disclosures elsewhere in the workbook, such information is disclosed in a calculated cell. Calculated cells and pre-defined cells are shaded.

Schedule References

The references labelled 'ref' in the leftmost column of each template can be used to reference individual rows of the template. It may be useful to refer to a row when writing explanatory notes about a specific data point.

Worksheet Completion Sequence

Calculation cells may show an incorrect value until precedent cell entries have been completed. Data entry may be assisted by completing the schedules in the following order:

1. Cover Sheet
2. Schedule 20A(i)
3. Schedule 20A(ii)
4. Schedule 20A(iii)
5. Schedule 20A(iv)

		For Month Ended					
		<table border="1"> <tr><td>Enable</td></tr> <tr><td>31 May 2022</td></tr> <tr><td>Reporting Level: ID FFLAS</td></tr> <tr><td>Report Frequency: Quarterly</td></tr> </table>		Enable	31 May 2022	Reporting Level: ID FFLAS	Report Frequency: Quarterly
Enable							
31 May 2022							
Reporting Level: ID FFLAS							
Report Frequency: Quarterly							
SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID							
Schedule 20A(i): Provisioning							
ref							
9							
10		<table border="1"> <tr><th>Percentage met agreed date</th></tr> </table>		Percentage met agreed date			
Percentage met agreed date							
11							
12	Service layer						
13	Layer 1 service	88.89%					
14							
15	Layer 2 Service	93.60%					
16							
17		<table border="1"> <tr> <th>Median time to provision simple FFLAS</th> <th>Median time to provision complex FFLAS</th> </tr> </table>		Median time to provision simple FFLAS	Median time to provision complex FFLAS		
Median time to provision simple FFLAS	Median time to provision complex FFLAS						
18							
19	POI Area						
20	POI Area	28	31				
21							

		For Month Ended		Enable
				31 May 2022
				Reporting Level: ID FFLAS
				Report Frequency: Quarterly
SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID				
Schedule 20A(ii): Availability				
ref				
9				
11				
12				Transitional average unplanned downtime
13	POI Area	Category		
14	POI Area	Layer 1		3.79107 mins
15		Layer 2		0.06085 mins

		For Month Ended	
		Enable	
		31 May 2022	
		Reporting Level: ID FFLAS	
		Report Frequency: Quarterly	
SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID			
Schedule 20A(iii): Faults & Performance			
ref			
9		<i>Faults</i>	
10			
11		Faults per 100 connections	
12			
13			
14			
15	Number of faults		0.2%
16			
17			
18		<i>Traffic Performance</i>	
19			
20			
21			
22			
23	High priority traffic frame delay	<5mS	0
24	High priority traffic frame delay variation	<3mS	0
25	High priority traffic frame loss ratio	<0.01%	0
26	Low priority traffic frame loss ratio	<2%	Not Available
27	Number of active probes		12
28			
29		<i>Port Performance</i>	
30			
31			
32			
33			
34	Port utilisation	≥90% threshold	0%
35		≥95% threshold	0%
36			
37			
38			

Schedule 22 Requirements

Methodology for calculating port utilisation

1 Comply

2 Comply

Methodology for calculating traffic performance

3 a Not Comply frame loss ratio for low-priority traffic is not available

b Not Comply Reference probes dont comply with G.8013/Y.1731

c Comply

d Comply

e Comply

f Not Comply ONT is not connected via production splitter

g Comply

h Comply

i Comply

j Not Comply One Probe per CO and not per OLT

k Comply

l Comply

m Comply

n Not Comply Test service is configured as BS2a 30/10 CIR 2.5/2.5

o Not Comply frame loss ratio for low-priority traffic is not available

p Not Comply frame loss ratio for low-priority traffic is not available

q Not Comply Reference probes dont comply with G.8013/Y.1731

Reference probes dont comply with G.8013/Y.1731. Probes utilise a propriety ping echo and ping reply mechanism which report the

High Priority Frame loss, delay and delay variation, at a

continuous fixed interval of 5 minutes.

r Not Comply

s Comply

t Comply

u Comply

v Comply

		For Month Ended	
		Enable	
		31 May 2022	
		Reporting Level: ID FFLAS	
		Report Frequency: Annual	
SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID			
Schedule 20A(iv): Customer Service			
ref		<i>End-user survey results</i>	
9			
10			
11			
12			
13			
15	Installation quality = How would you rate Enable on how well the installation looks tidy and to a high-standard of workmanship?	121	8.51
16	Installation process = When you think about your connection experience, how well did Enable do on making it easy to arrange for fibre broadband to be connected, including the scheduling of any appointments required?	121	7.54
17	Fibre BB performance satisfaction = How happy are you with the overall performance of your fibre broadband connection?	116	8.24
18			
19			
20			
21			



**Enable Information Disclosure Requirements
Transitional Quality Information Templates
for
Schedule 20A**

Regulated Provider	<input type="text" value="Enable"/>
Disclosure Date	<input type="text" value="31 July 2022"/>
Disclosure Month (month ended)	<input type="text" value="30 June 2022"/>

Templates for Schedule 20A
Template Version 1. Prepared 21 November 2021

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4. Schedule 20A(iii)
5. Schedule 20A(iv)

For Month Ended

Enable
 30 June 2022
 Reporting Level: ID FFLAS
 Report Frequency: Quarterly

SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID

Schedule 20A(i): Provisioning

ref			
9			
10		Percentage met agreed date	
11			
12	Service layer		
13	Layer 1 service	71.43%	
14			
15	Layer 2 Service	94.04%	
16			
17		Median time to provision simple FFLAS	Median time to provision complex FFLAS
18	POI Area		
19			
20	POI Area	22	27
21			

		For Month Ended		Enable
		SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID		30 June 2022
		Schedule 20A(ii): Availability		Reporting Level: ID FFLAS
				Report Frequency: Quarterly
ref		POI Area	Category	Transitional average unplanned downtime
9				
11				
12				
13				
14		POI Area	Layer 1	3.59379 mins
15			Layer 2	0.06085 mins

		For Month Ended	
		Enable	
		30 June 2022	
		Reporting Level: ID FFLAS	
		Report Frequency: Quarterly	
SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID			
Schedule 20A(iii): Faults & Performance			
9		Faults	
10			
11			
12		Faults per 100 connections	
13			
14			
15	Number of faults		0.25
16			
17		Traffic Performance	
18			
19			
20			
21		Target	Number of traffic performance exceedances
22			Number of active probes
23	High priority traffic frame delay	<5ms	0
24	High priority traffic frame delay variation	<3ms	0
25	High priority traffic frame loss ratio	<0.01%	0
26	Low priority traffic frame loss ratio	<2%	Not Available
27	Number of active probes		13
28		Port Performance	
29			
30			
31		Threshold	Percentage of ports
32			
33			
34	Port utilisation	≥90% threshold	0%
35		≥95% threshold	0%
36			
37			
38			

Schedule 22 Requirements

Methodology for calculating port utilisation

1 Comply

2 Comply

Methodology for calculating traffic performance

3 a Not Comply frame loss ratio for low-priority traffic is not available

b Not Comply Reference probes dont comply with G.8013/Y.1731

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d Comply

e Comply

f Not Comply ONT is not connected via production splitter

g Comply

h Comply

i Comply

j Not Comply One Probe per CO and not per OLT

k Comply

l Comply

m Comply

n Not Comply Test service is configured as B52a 30/10 CIR 2.5/2.5

o Not Comply frame loss ratio for low-priority traffic is not available

p Not Comply frame loss ratio for low-priority traffic is not available

q Not Comply Reference probes dont comply with G.8013/Y.1731, Probes

utilise a propriety ping echo and ping reply mechanism which

report the High Priority Frame loss, delay and delay variation, at

a continuous fixed interval of 5 minutes.

r Not Comply

s Comply

t Comply

u Comply

v Comply

		For Month Ended	
		Enable	
		30 June 2022	
		Reporting Level: ID FFLAS	
		Report Frequency: Annual	
SCHEDULE 20A: TRANSITIONAL REPORT ON QUALITY FOR ID			
Schedule 20A(iv): Customer Service			
ref		<i>End-user survey results</i>	
9			
10			
11			
12			
13			
15	Installation quality = How would you rate Enable on how well the installation looks tidy and to a high-standard of workmanship?	161	8.53
16	Installation process = When you think about your connection experience, how well did Enable do on making it easy to arrange for fibre broadband to be connected, including the scheduling of any appointments required?	159	7.86
17	Fibre BB performance satisfaction = How happy are you with the overall performance of your fibre broadband connection?	144	8.58
18			
19			
20			
21			